

FIGURE 1

FIG. 2

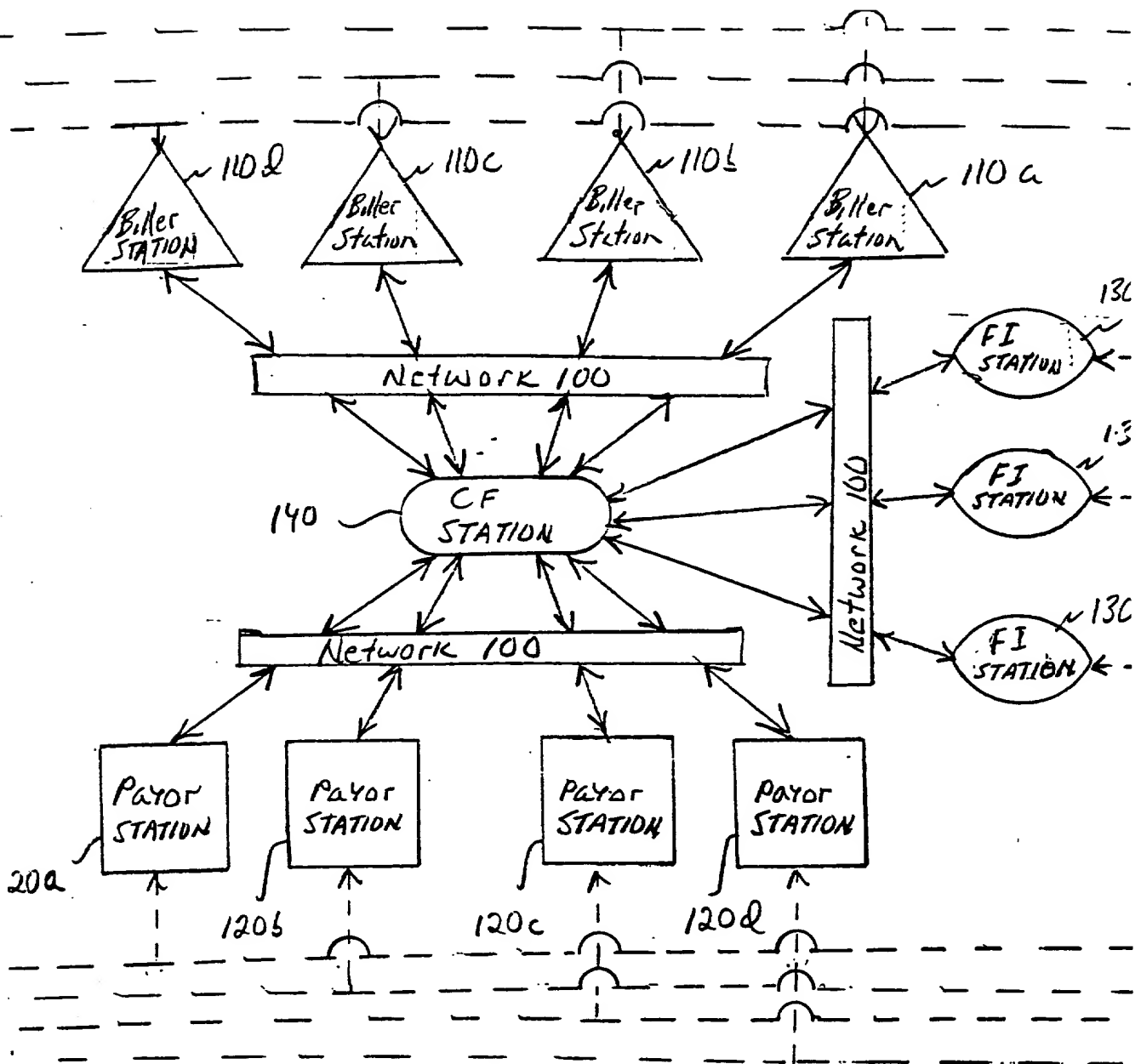


FIGURE 2

FIG. 2A

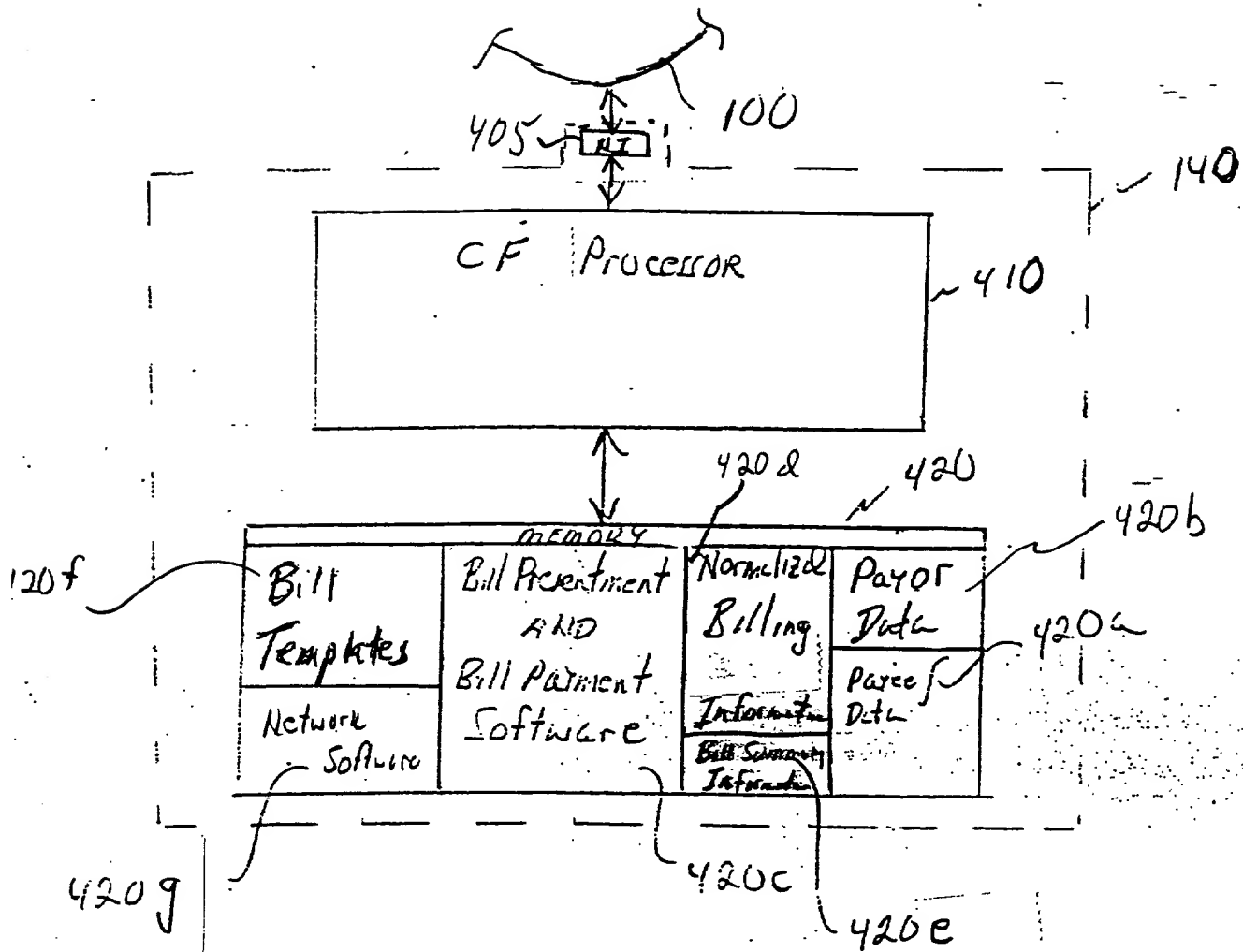


FIGURE 2A

FIG. 2B

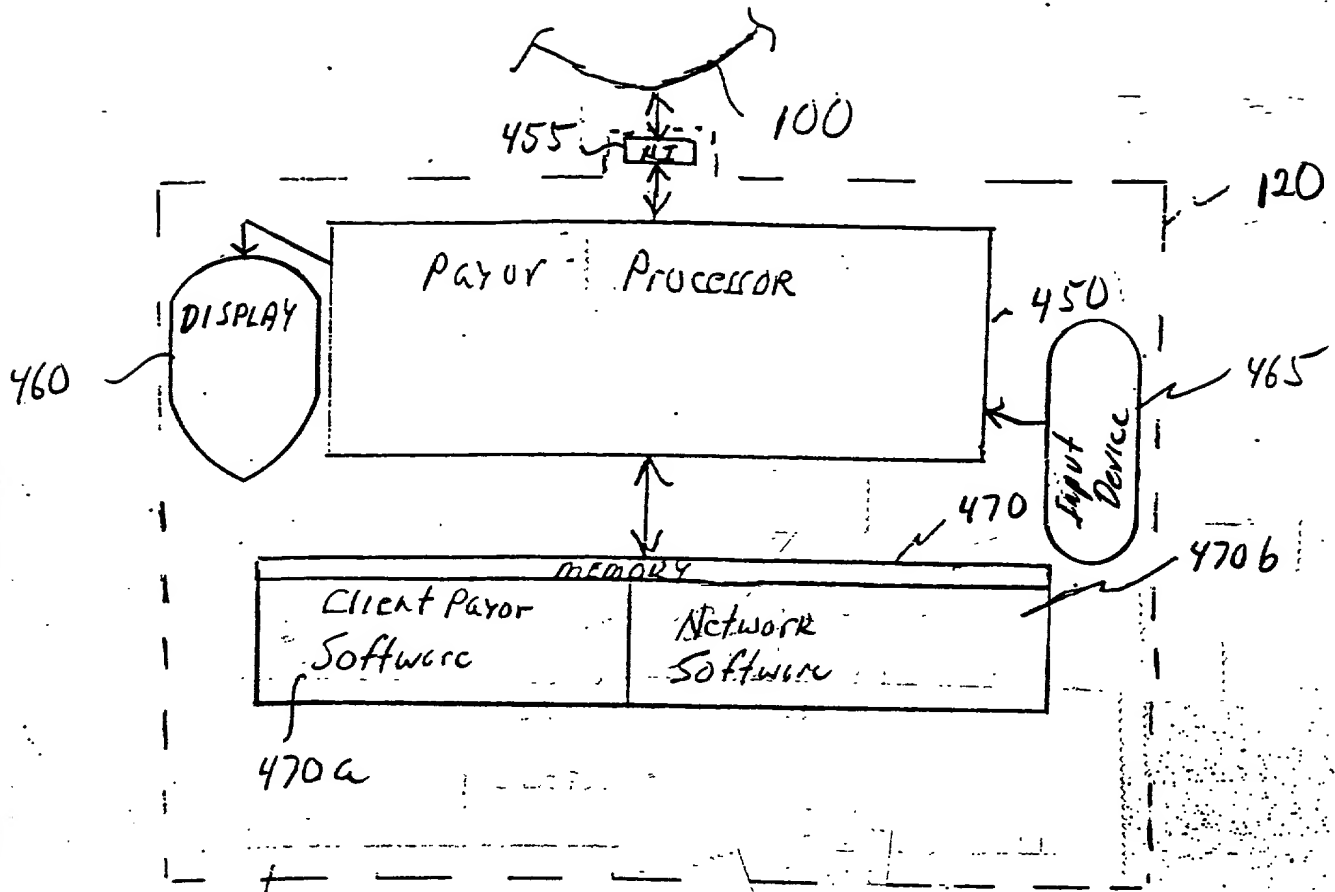


FIGURE 2B

120a-

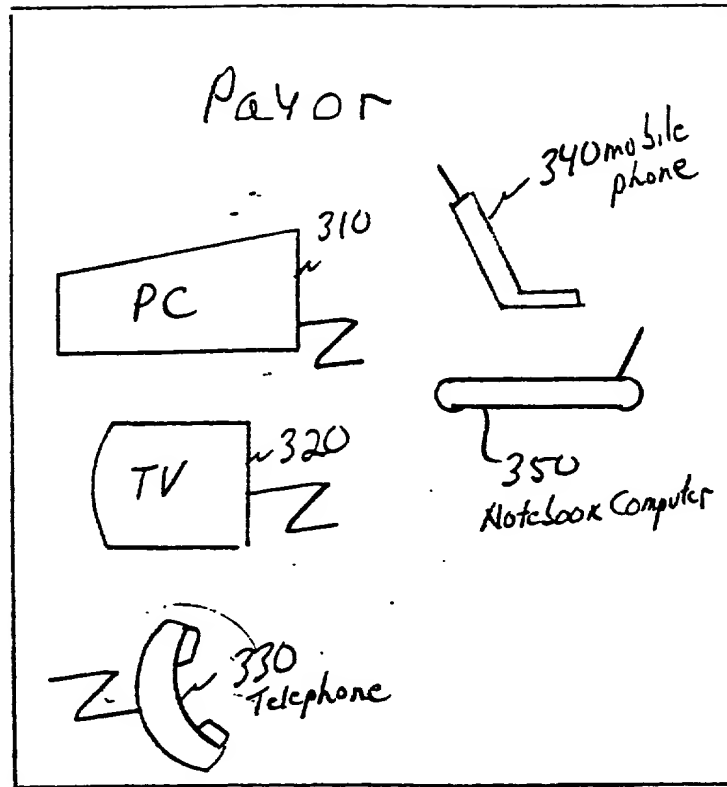


FIGURE 3

Enrollment Select Biller

"Please Select"

Playa Solana

BELLSOUTH TELECOMMUNICA

CAPSTEAD MORTGAGE *

CONSUMERS ENERGY

CUNA MUTUAL GROUP

Columbia Gas of Ohio *

Florida Power & Light

GPU ELECTRIC PENELEC *

GPU ENERGY JCP&L

GPU ENERGY METED

Portland General Electric

SMALL BUSINESS ADMINISTRA

ACCT NO.

PLEASE INSERT

BILLER NAME

BILLER ADDRESS

ACCT NO.

FIGURE 4

Enrollment Personal Information

First Name MI Last Name

Social Security # Mother's Maiden Name

Street Address

City State Zip

Home Phone Work Phone

FIGURE 5

Enrollment Banking and Login Info

610

620 {

Name _____
4089430098 0014098438 1438

Route & Transit Number	Account Number
Routing Transit Bank Account	

Logon Information

User Name (up to 10 char) _____

Password (up to 8 char) _____

Password (confirm) _____

630 }

FIGURE 6

FIG. 7

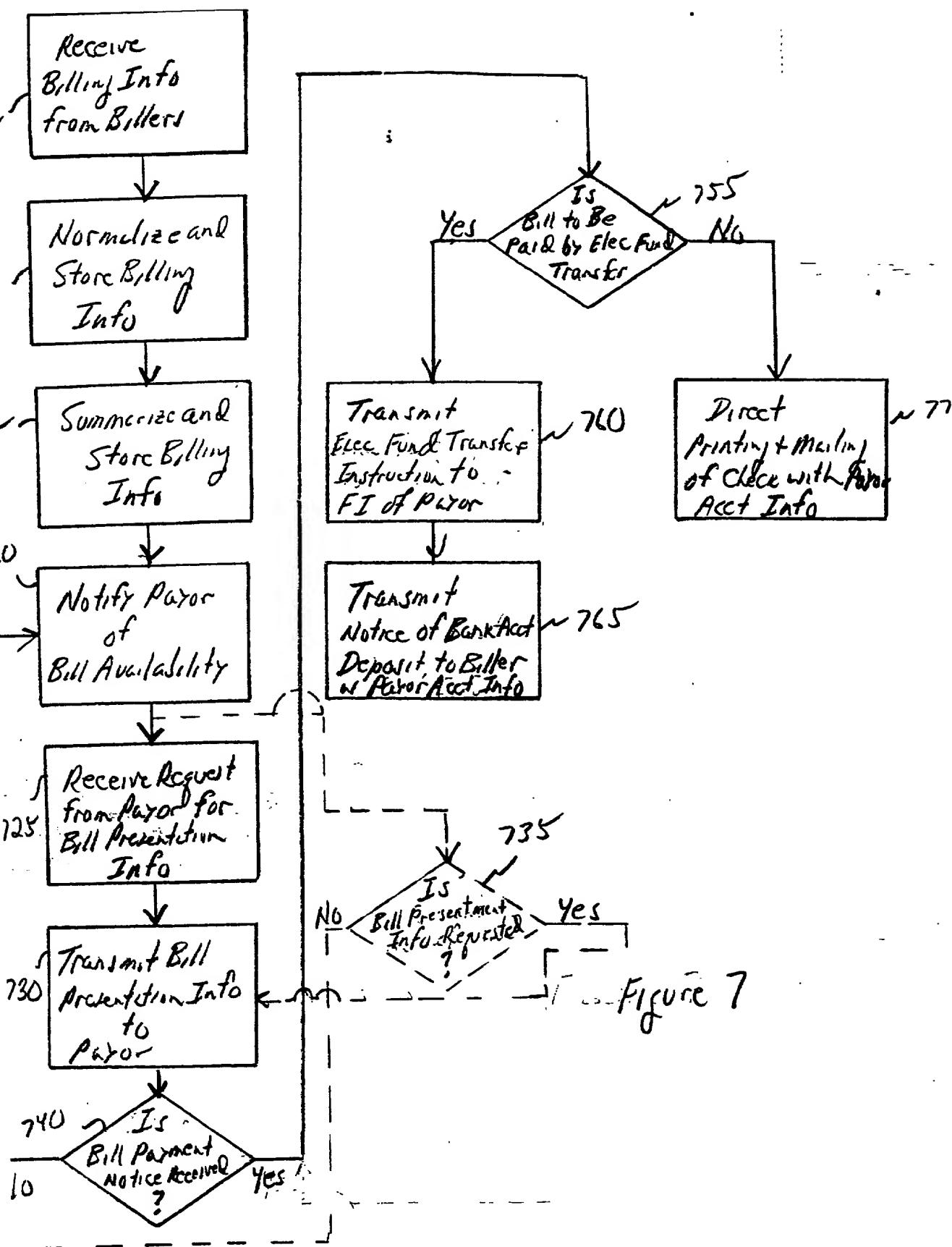


Figure 7

FIG. 8

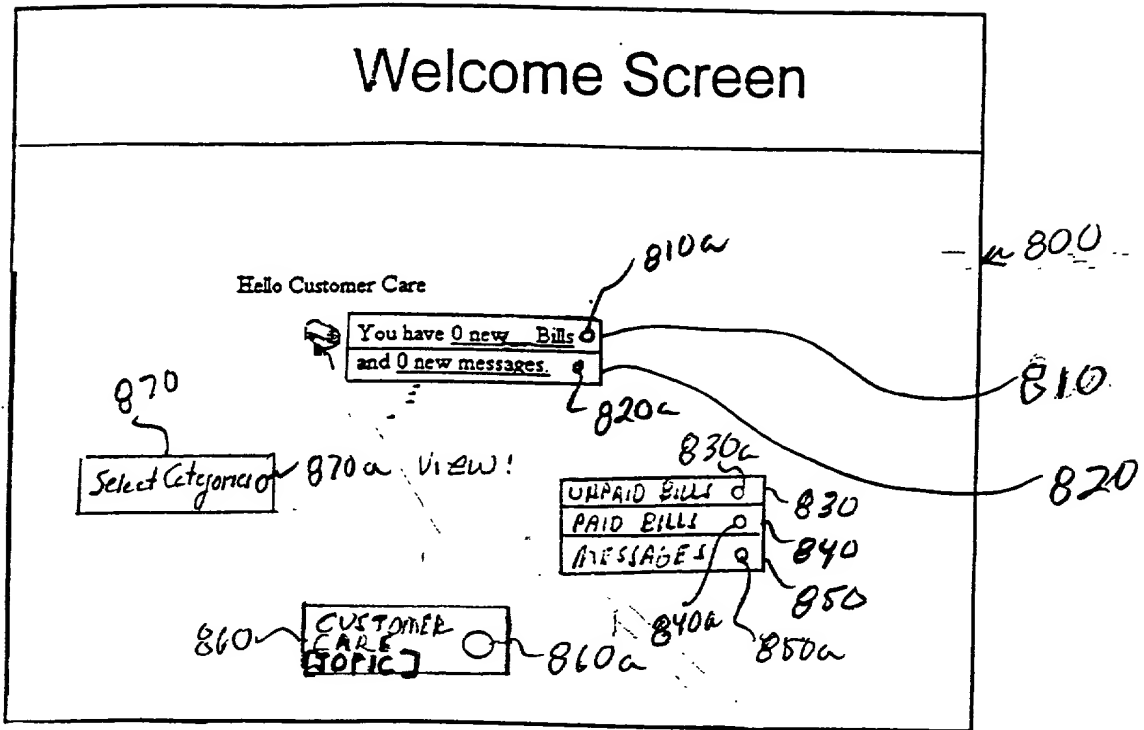


FIGURE 8

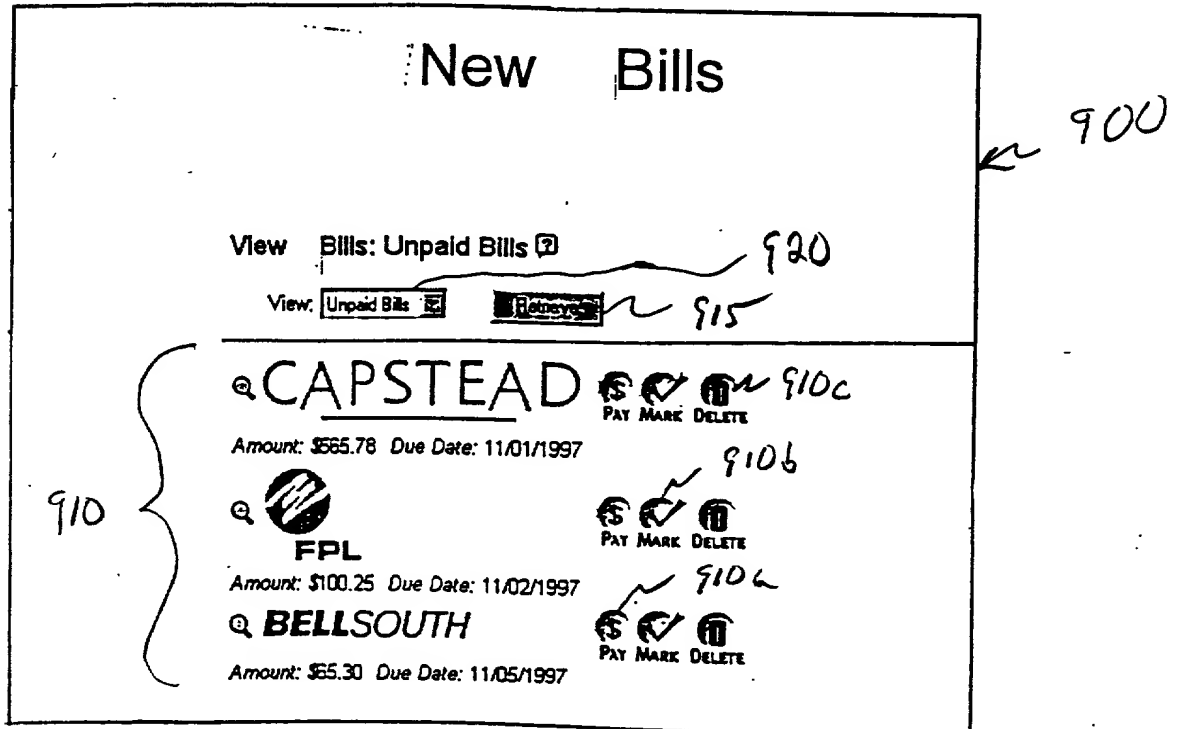


FIGURE 9A

Quick Pay: Unpaid Bills ?

To pay multiple bills in a particular category, specify the

Category: Unpaid Bills

Change Category

Pay

Payee

Amount



CAPSTEAD MORTGAGE

\$365



FLORDIA POWER AND LIGHT

\$100



BELLSOUTH TELECOMMUNICATIONS

\$65.

Pay Bills

Reset

FIGURE 9B

The diagram shows a hand-drawn form titled "Current Bill Summary". The form is divided into several sections:

- Header Section:** A box containing the title "Current Bill Summary".
- Table Section:** A table with 5 columns: "Biller Names", "Total Amounts Due", "Minimum Amounts Due", "Due Dates", and "Status". The table has 10 rows. Annotations include:
 - 970c pointing to the "Total Amounts Due" column header.
 - 975a pointing to the "Minimum Amounts Due" column header.
 - 965a pointing to the first row of the table.
 - 970 pointing to the "Status" column header.
 - 975 pointing to the "Due Dates" column header.
 - 980 pointing to the "Status" column header.
 - 985 pointing to the "Status" column header.
- Summary Section:** A box containing two rows: "Pay Total of All Bills" and "Pay Minimum for All Bills". Annotations include:
 - 992 pointing to the "Pay Total of All Bills" row.
 - 994 pointing to the "Pay Minimum for All Bills" row.
 - 992a pointing to the "Pay Total of All Bills" row.
 - 994a pointing to the "Pay Minimum for All Bills" row.
- Filter Section:** A box containing "ALL BILLS" and a dropdown arrow. Annotation: 996a pointing to the dropdown arrow.
- Date Section:** A box containing "DATE" and "TO" with dropdown arrows. Annotation: 998a pointing to the "TO" dropdown arrow.
- Action Section:** Two buttons: "RETRIEVE" and "PAY". Annotations include:
 - 998 pointing to the "RETRIEVE" button.
 - 997 pointing to the "PAY" button.
 - 999 pointing to the "RETRIEVE" button.

Additional annotations include a large arrow pointing to the top right corner labeled 96, and a curved arrow pointing from the first row of the table to the "Pay Total of All Bills" row labeled 965a.

FIGURE 9c

100L

Variable	Mean	SD	Min	Max
Age	34.5	10.2	21	55
Gender	Male	1.0	0	1
Marital status	Married	1.0	0	1
Education	High school	1.0	0	1
Occupation	Manager	1.0	0	1
Income	High	1.0	0	1
Health	Good	1.0	0	1
Stress	Low	1.0	0	1
Life satisfaction	High	1.0	0	1
Work satisfaction	High	1.0	0	1
Job commitment	High	1.0	0	1
Organizational commitment	High	1.0	0	1
Turnover intention	Low	1.0	0	1
Job performance	High	1.0	0	1
Customer satisfaction	High	1.0	0	1
Employee engagement	High	1.0	0	1
Team cohesion	High	1.0	0	1
Organizational culture	Strong	1.0	0	1
Leadership style	Transformational	1.0	0	1
Communication	Open	1.0	0	1
Conflict resolution	Constructive	1.0	0	1
Decision making	Participative	1.0	0	1
Resource allocation	Efficient	1.0	0	1
Process improvement	Continuous	1.0	0	1
Quality management	High	1.0	0	1
Customer service	Excellent	1.0	0	1
Product innovation	High	1.0	0	1
Market research	Thorough	1.0	0	1
Competitive advantage	Strong	1.0	0	1
Brand loyalty	High	1.0	0	1
Customer retention	High	1.0	0	1
Employee turnover	Low	1.0	0	1
Organizational change	Successful	1.0	0	1
Strategic planning	Effective	1.0	0	1
Financial performance	High	1.0	0	1
Operational efficiency	High	1.0	0	1
Customer feedback	Active	1.0	0	1
Employee training	Continuous	1.0	0	1
Organizational structure	Flat	1.0	0	1
Communication channels	Open	1.0	0	1
Conflict management	Constructive	1.0	0	1
Decision making process	Participative	1.0	0	1
Resource allocation strategy	Efficient	1.0	0	1
Process improvement initiative	Continuous	1.0	0	1
Quality management system	High	1.0	0	1
Customer service strategy	Excellent	1.0	0	1
Product innovation strategy	High	1.0	0	1
Market research strategy	Thorough	1.0	0	1
Competitive advantage strategy	Strong	1.0	0	1
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Organizational change strategy	Successful	1.0	0	1
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Financial performance strategy	High	1.0	0	1
Operational efficiency strategy	High	1.0	0	1
Customer feedback strategy	Active	1.0	0	1
Employee training strategy	Continuous	1.0	0	1
Organizational structure strategy	Flat	1.0	0	1
Communication channels strategy	Open	1.0	0	1
Conflict management strategy	Constructive	1.0	0	1
Decision making process strategy	Participative			

1015

DO NOT SEND PULL

SEND BILL

1025

1025a

1035

1030

1030 a

-1035c

FIGURE 10A

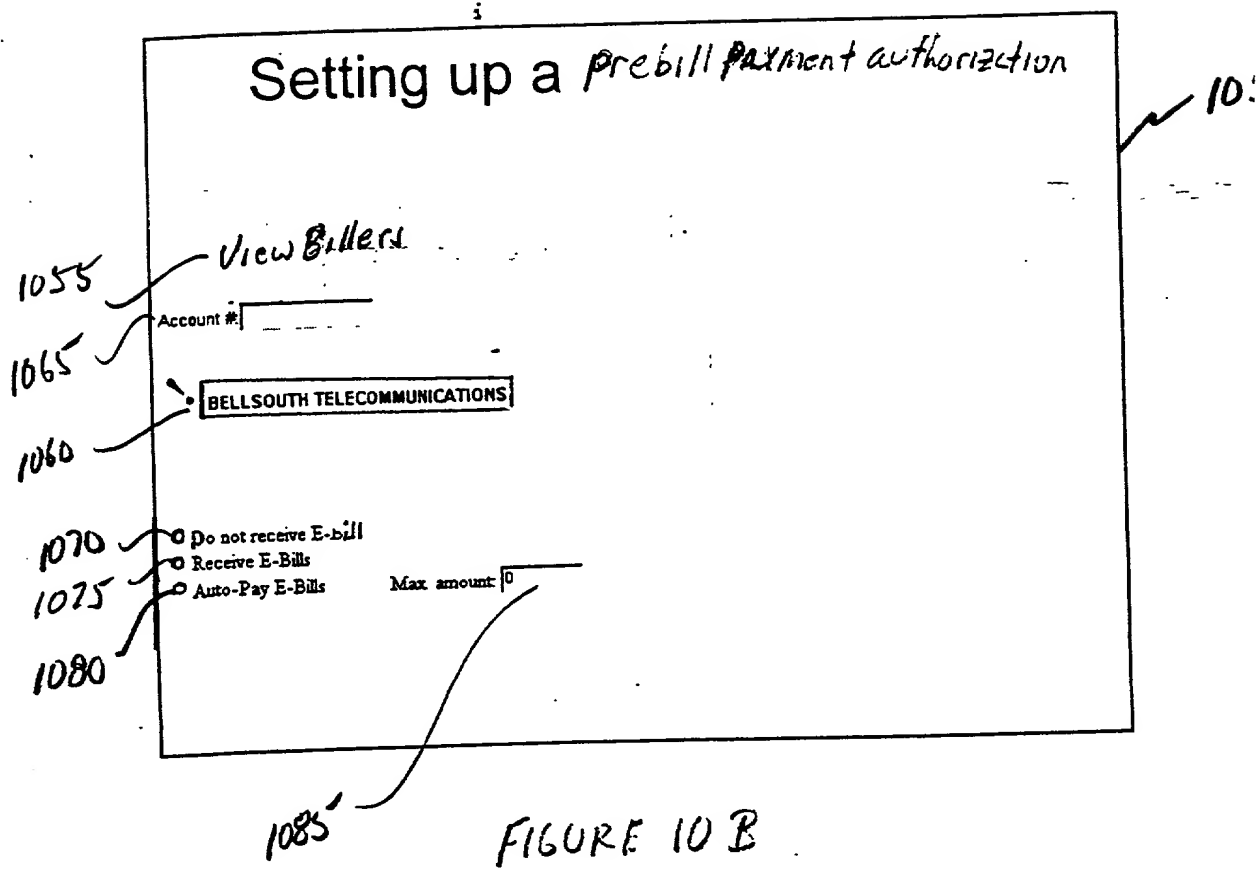


FIGURE 10 B

FIGURE 10 B

BELLSOUTH

ELECTRONIC BILLING NOTICE

DUE DATE September 10, 1998
TOTAL PAYMENT \$228.40

John Riley
1234 Main Street
Anytown, USA 65434

**** BELLSOUTH ****

Account Number: 770 535-1247 240 1886
Bill Period Date: September 1, 1998

Summary of Charges

Current Charges

BellSouth	
Monthly Service Charges	219.96
Other Charges and Credits	1.20
Itemized Calls	2.61
Taxes	4.63
Total Current Charges for BellSouth Companies	228.40
Total Current Charges Due Before Mar 4	228.40
Total Current Charges include the following amounts:	
Regulated Charges	65.74
Nonregulated Charges	162.66
Total Amount Due	228.40

FIGURE 11

To pay a bill fill in the payment information and click on the Pay Bill button below.

John Riley
1234 Main Street
Anytown, USA 65434

Date: 9/8/1998

Pay to the order of:

BELLSOUTH TELECOMMUNICATIONS

Amount: 228.40

Pay:

Once

9

Pay Bill

1230

FIGURE 12A

Pay Bills

Pay Bills ②

To pay a bill fill in the payment information and click on the Pay Bill button below.

GEORGE P. BURDELL
46704 Tremont Terrace
NORCROSS, GA 300920000

Date:

Pay to the order of:
Please Select

Amount:

Pay: ☒ Once ☐ ☐ ☐

1275

1280

1285

1275a

1260a

1270

1265

1255

FIGURE 12.8

Pay Bills

Pay Bills ②

To pay a bill fill in the payment information and click on the Pay Bill button below.

BRENDA K CONLEY
51 GRAND BLVD
SHELBY, OH 448750000

Date:

Pay to the order of:
Please Select

Amount:

Pay: ☒ Once ☐ ☐ ☐

Weekly
Biweekly
Monthly
Quarterly
Triannual
Semiannual
Yearly

1275

1275a

1255

1250

Payment List

Payment List ☐

Bill	Date	Amount	Recurrence	Confirm #	Status	Action
Lakewood Racquet Club	10/25/1997	105.00	Monthly	WPBI-3M55-21QJ	Pending	Stop/Edit
Lakewood Racquet Club	09/25/1997	105.00	Monthly	WPBI-3M55-21QJ	Processed: 09/22/1997 Check # E-Pay	Inquire
Kim Heyde	09/10/1997	1.00	-	WPBI-4010-36EC	Processed: 09/05/1997 Check # E-Pay	Inquire

1310 1315 1320 1325 1330 1335 1340

FIGURE 13

Categories

Payee Categories ☐

Categories	
Utilities	Tennis
Credit card	School
Category 5	Category 6
Category 7	Category 8
Category 9	Category 10

Save Changes

Reset

35

1530

1530

1515 1500

1520

1505

1525

1540

1545

1555a

1555

1560a

1560

1570a

1570

1565a

1565

50

Biller Name		Invoice #	
Biller Address		Invoice Date	
Payor Account No.			

Date	Product	Price
Date	Service	Price
Total		Minimum Payment

Payment Due Date

Payor Name & Address	Payment Due Date
Pay to XYZ Company	
Total Payment Amount	Approved
Invoice No.	

Terms and Conditions

Advertisement

Payment Made

Outstanding

FIGURE 15